

## General Usage Guidelines on the Human Resources Library

- Materials from the Human Resources library are available to county employees at no costs.
- If an item is checked out, employees can request to be put on the waiting list for that item. Human Resources will contact the employee once the item is returned. Employees have up to 2 days to pick up the item.
- Library materials generally can be checked out for a maximum of 14 calendar days. Requests for extension are permitted unless another employee is on the waiting list for that item. Including extensions, an item cannot be checked out for more than 45 calendar days.
- Employees can check out no more than three items at a time.
- Human Resources reserves the right to charge employees for items that are returned damaged or become lost.

### *HR Library Category Selection*



## Contact

*Telephone: 468-3370*

*E-mail: [ccarter@sjgov.org](mailto:ccarter@sjgov.org)*

[Attitudes & Motivation](#)

[Business Writing](#)

[Communication](#)

[Conflict Resolution](#)

[Customer Service](#)

[EEO General Topics](#)

[Ethics](#)

[General Government](#)

[Government cont.](#)

[Leadership](#)

[Management/Supervision](#)

[Safety](#)

[Time Management](#)

[Training](#)

<b>Attitudes &amp; Motivation</b>				
	1001 Ways to Energize Teams & Individuals	Bob Nelson		VHS
	1001 Ways to Reward Employees	Bob Nelson	1994	Book
	A Team of Eagles	Mike Singletary		VHS
	Attitude The Choice is Yours	Michele Matt Yanna	1996	Book
	Attitude: Little Thing/Big Difference	Business and Legal Reports	1999	VHS
	Born to Win	James & Jongeward		Book
	It's Showtime! Everyday!			VHS
	Motivation in the Workplace	Lydia Banks	1997	Book
	Self Discipline and Emotional Control	Tom Miller, PHD	1992	Workbook and Audio Cassette - Set of 4
	Smart Choices: A practical guide to making better life decisions	Hammond, Keeney, Raiffa	1999	Book
	What's So Funny About Work: How to bring Humor to the workplace	Helen Sutton		VHS
	Who says we can't do it?	Lance Armstrong	2003	VHS
<b>Business Writing</b>				
	Grammar for Grownup: A Self Paces Training Program	Janic Fisher Chan & Diane Lutovitch	1992	Book
	Grammar for Grownup: A Self Paces Training Program	Janis Fisher Chan & Diane Lutovich	1992	Book
	Proofreading (Part 1, 2, 3)	William A. Sabin	1985	Book

<a href="#">Communication</a>				
	Abilene Paradox, 2nd Edition, The	Jerry Harvey	2002	DVD, CD, Leader's Guide, and workbooks
	Assertive Communication Skills (Part 1,2,3,4)	Carol Price	n/a	VHS
	Effective Communication	Business Advantage Inc.		VHS
	Getting to Yes: Negotiating Agreement Without Giving In	Roger Fisher & William Ury	1991	Book
	Getting to Yes: Negotiating Agreement Without Giving In (2nd Ed.)	roger Fisher & William Ury & Bruce Patton		Book
	Learning to Listen: Did you hear what I think I said?	Brian Grossman, PHD	2007	CD - Set of 6
<a href="#">Conflict Resolution</a>				
	Between You & Me: Solving Conflict	Coastal AMI	2006	DVD
	Conflict Communication Skills			VHS
	Dealing with Conflict and Confrontation (Workbook)	Helga Rhode, Psy. D	1993	Book
	Dealing with Different, Diverse & Difficult People	Barbara Braunstein	2007	CD - Set of 6
	Everybody Wins: How to turn Conflict into Collaboration			VHS
	Managing Conflict in the Workplace	American Training Resources, Inc.	1999	VHS and Trainer's Manual
	Win - Win Negotiating: Turning conflict into agreement	Fred E. Jandt	1985	Book
<a href="#">Customer Service</a>				
	But I Don't Have Customers: Government Version			VHS
	<b>Fish Series</b>			
	Fish!	Charthouse Publications		VHS, Facilitators Guide and Work(Play) Books
	Fish Sticks! Keeping the Vision Alive	Charthouse Publications	2002	VHS, Facilitators Guide and Work(Play) Books
	Fish! Tales	Charthouse Publications	2002	VHS, Facilitators Guide and Work(Play) Books
	How to Win Customers and Keep them for Life	Michael LeBoeuf, PH.D		CD - Set of 6
	Outstanding Customer Service	David E. Deviney D.B.A.	1998	Book
	Professional Telephone Skills	Debra Smith		VHS & Facilitators Guide
	Quality Service in the Public Sector		1999	VHS and workbooks
	Who Cares? Government Version	Coastal AMI	2008	DVD

<a href="#">EEO General Topics</a>				
	50 Activities for Managing Cultural Diversity	Terri Dickerson-Jones	1993	Book
	Managing Diversity & Creating Respect			VHS
	POST Sexual Harassment Telecourse (Reference Guide)		1994	Book
	Sexual Harassment in the Workplace Identify, Stop, Prevent II	AMI American Media Incorporated		VHS
	Stopping Sexual Harassment Before It Starts	Mike Deblieux	1998	Book
	<b>Valuing Diversity Series</b>			
	Valuing Diversity (Part 1) Managing Differences	Copeland Griggs Productions		VHS
	Valuing Diversity (Part 2) Diversity at Work	Copeland Griggs Productions		VHS
	Valuing Diversity (Part 3) Communicating Across Cultures	Copeland Griggs Productions		VHS
	Valuing Diversity (Part 5) Supervising Differences	Copeland Griggs Productions		VHS
	Valuing Diversity (Part 6) Champions of Diversity	Copeland Griggs Productions		VHS
	Valuing Diversity (Part 7) Profiles in Change	Copeland Griggs Productions		VHS
<a href="#">Ethics</a>				
	A.C.T With Integrity: Real Situations for Discussion			VHS
	Ethical Insight, Ethical Action: Perspectives for the Local Government Manager	ICMA	1988	Book
	Ethics Orientation for State Officials	State of CA	1999	VHS
<a href="#">General Government</a>				
	Entrepreneurial Government Workshop #1	Double Vision Studios		VHS
	Entrepreneurial Government Workshops	Double Vision		VHS
	Entrepreneurial Government Workshops	Double Vision Broadcast	1995	VHS
	Measuring ROI in the Public Sector	ASTD	2002	Book
	Reinventing Government	David Osborne		VHS
	Retirement Run	SJC Employees Retirement Association	2001	VHS
	SJC Health Care Services Recruitment Video		2002	VHS
	Understanding Organizations	Charles Handy		Book

<a href="#">General Government (cont.)</a>				
	Entrepreneurial Government Workshop #1	Double Vision Studios		VHS
	Entrepreneurial Government Workshops	Double Vision		VHS
	Entrepreneurial Government Workshops	Double Vision Broadcast	1995	VHS
	Measuring ROI in the Public Sector	ASTD	2002	Book
	Reinventing Government	David Osborne		VHS
	Retirement Run	SJC Employees Retirement Association	2001	VHS
	SJC Health Care Services Recruitment Video		2002	VHS
	Understanding Organizations	Charles Handy		Book
<a href="#">Leadership</a>				
	Achieving Excellence	Lou Heckler		VHS
	In Search of Excellence	Thomas J. Peters & Robert H. Waterman Jr.	2003	Book
	Leadership Challenge, The	Kouzes & Posner	2002	Book
	On Become a Leader: The leadership classic	Warren Bennis	2009	Book
	Power of Vision: Discovering the Future Series , The	Joel Arthur Barker & Debbe Kennedy	1993	VHS & Facilitators Guide
	Secrets of Shared Leadership, The	n/a	n/a	VHS

<a href="#">Management/Supervision</a>				
	Conducting the Performance Appraisal	Business Advantage Inc.		VHS
	Effective Supervisor Training Repros	Sheila Dolan/Liz Michalski/Patti Thunberg	1997	Book
	Get the Whole Picture			VHS
	Fifth Discipline - The art & practice of the learning organization (revised), The	Peter M. Senge		Book
	Fifth Discipline Fieldbook, The	Peter Senge	1994	Book
	How to Supervise & produce Real Results	Adrian Ulsh	2007	CD - Set of 6
	Human Touch Performance Appraisal, The	Charles M. Caldwell	1994	Book
	Interviewing: More Than a Gut Feeling	Richard S. Deems, PH.D	1994	Book
	Managing in Turbulent Times	Peter f. Drucker		Book
	Managing Unacceptable Employee Behaviour	Chris Johnson & Carolyn Templeman	2007	CD - Set of 2
	New Supervisor: So, Now You're the Boss			VHS
	One Minute Manager, The	Kenneth Blanchard, PH.D & Spencer Johnson, MD	1982	Book
	Performance Management	Sandra Lamplugh	1993	VHS
	Performance Management (Trainer's Manual)	Sandra Lamplugh	1993	Book
	The Peter Principal: Why Things Go Wrong	Laurence J. Peter and Raymond Hull		Book
	Professional Supervision Skills (Workbook)	Jack M. Everitt	1992	Book
	Supervising Difficult Employees	Hal Wood	1998	Book
	Winning Supervisor Program	Louis Tagliaferri		Book
<a href="#">Safety</a>				
	Drug-Free Workplace: Supervisor Version		1998	VHS
	Substance Abuse: Reasonable Suspicion		1996	VHS
	Violence in the Workplace	American Training Resources	1995	VHS

<a href="#">Time Management &amp; Organization Skills</a>				
	First Things First	Stephen R. Covery	2003	Book
	Managing Multiple Projects, Objectives & Deadlines	Bill Capstack	2007	CD - Set of 4
	Project Management	Larry Johnson	1991	Book
	Taking Control of Your Workday (Workbook)	Dick Lohr		Book
	The Stress of Life	Hans Slye M.D.	1984	Book
<a href="#">Training</a>				
	50 Activities for Coaching/Mentoring	Donna Berry	1994	Book
	ASTD Trainers Toolkit: More needs Assessment Instruments	ASTD	1994	Book
	Handbook of Interpersonal Skills Training, The	Bob Wall	2001	Book
	HR Training Presentation (20 PowerPoint Presentations)	Business & Legal Reports	2001	CD
	Powerful Presentation Skills	Debra Smith		Book
	25 Role Plays For Interview Training	Geof Cox and Chuck Dufault	1992	Book
	Satellite Series Training Tape	n/a		VHS
	Successful Presentations for Dummies	Malcolm Kushner		Book
	Training and Performance Sourcebook		2001	Book
	Training That Works	Charles M. Cadwell	1997	Book

### Contact

If you have questions about the Human Resource Library, please contact Human Resources either by telephone (209) 468-3370 or e-mail [CCarter@sjgov.org](mailto:CCarter@sjgov.org)

[Return to Table of Contents](#)